

Program A: Human Resource Management

OBJECTIVES AND PERFORMANCE INDICATORS

Unless otherwise indicated, all objectives are to be accomplished during or by the end of FY 2002-2003. Performance indicators are made up of two parts: name and value. The indicator name describes what is being measured. The indicator value is the numeric value or level achieved within a given measurement period. For budgeting purposes, performance indicators are shown for the prior fiscal year, the current fiscal year, and alternative funding scenarios (continuation budget level and Executive Budget recommendation level) for the ensuing fiscal year of the budget document.

The objectives and performance indicators that appear below are associated with program funding in the Base Executive Budget for FY 2002-2003.

DEPARTMENT ID: 17 Department of Civil Service

AGENCY ID: 17-560 State Civil Service

PROGRAM ID: Program B: Human Resource Management

1. (KEY) Through the Human Resource Program Assistance activity, to monitor and evaluate the performance planning and review system that was implemented on July 1, 1997 and amended on March 1, 2001 so that 80% of classified state employees are evaluated in Fiscal Year 2002-2003.

Strategic Link: This operational objective is related to Strategic Objective II.1: *Monitor and evaluate the performance planning and review system that was implemented on July 1, 1997 and amended on March 1, 2001.*

Louisiana: Vision 2020 Link: This operational objective is in support of LAEDC Action Plan 2001 Strategic Objective I.6: *To have a workforce with the education & skills necessary to work productively in a knowledge-based economy. This operational objective is also in support of LAEDC Action Plan 2001 Strategic Objective I.8: Increase efficiency and accountability of government agencies.*

Children's Cabinet Link: Not applicable

Other Link(s): Not applicable

Explanatory Note: One of the recommendations of the HCR34 study was to increase consequences for agencies and supervisors who fail to evaluate the performance of their employees. In Fiscal Year 2000-2001, the State Civil Service Commission requested the heads of state agencies with high numbers of classified employees who were not evaluated by their supervisors to appear before the Commission to explain their high numbers. In addition to the regular course on Performance Planning and Review, the Department developed a shorter refresher course for supervisors. The Performance Planning and Review rules were amended in March 2001 to address problems identified since the implementation of the system in 1997.

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Percentage of employees actually rated ¹	Not Applicable ¹	78% ¹	Not Applicable ¹	78% ¹	80%	80%

¹ In Fiscal Year 2001-2002, an indicator entitled "Number of agency visits conducted for PPR quality assurance program" was used to measure progress toward the strategic objective of developing and implementing a quality assurance program to monitor the performance planning and review system that was implemented on July 1, 1997. Because the system has been in place for some time now, a quality assurance program is in place. The objective and the indicator have been changed. This indicator did not appear in Act 11 of 2000 or Act 12 of 2001 and does not have a performance standard for FY 2000-2001 or 2001-2002. The existing performance standard level is an estimate not a standard.

DEPARTMENT ID: 17 Department of Civil Service
 AGENCY ID: 17-560 State Civil Service
 PROGRAM ID: Program B: Human Resource Management

2. (KEY) Through the Human Resource Program, to offer different training courses at various times and various instructional sites across the state with each course achieving at least a 95% student satisfaction rating or 90% of students passing course tests.

Strategic Link: This operational objective is related to Strategic Objective IV.1: *Increase the capabilities of agency supervisors and human resource managers by offering training courses at various instructional sites across the state with each course achieving at least a 95% student satisfaction rating or 90% of students passing course tests*. This operational objective is also related to Strategic Objective II.4: *Improve the ability of state agencies to hold employees accountable for their performance*.

Louisiana: Vision 2020 Link: This operational objective is in support of LAEDC Action Plan 2001 Strategic Objective I.6: *To have a workforce with the education & skills necessary to work productively in a knowledge-based economy*. This operational objective is also in support of LAEDC Action Plan 2001 Strategic Objective I.8: *Increase efficiency and accountability of government agencies*.

Children's Cabinet Link: Not applicable

Other Link(s): Not applicable

Explanatory Note: Training classes include all classes given by this department from all divisions. Classes cover the following topics: use of Dual Career Ladders; delegated authority to allocate positions within the agency; various pay for performance options; training for agency attorneys on matters affecting agency HR matters; legal updates for HR Directors; Civil Service rules; the effective use of the PPR system; and evaluating applications to determine qualifications of an applicant. As a result of HCR 34, special training was developed on how to document for discipline and how to select an appropriate penalty. The standards for FY 2001-2002 are lower than in FY 2000-2001 due to the need in FY 2000-2001 to conduct more training for the implementation of ISIS-HR. The projected number of students to be taught assumes a minimum of 20 students per class. Classes are offered at a minimum of 7 sites around the state to ensure that interested employees are able to take advantage of available training courses. In Fiscal Year 2000-2001, the Civil Service Commission passed a rule requiring certain training before promotion to a supervisory position. This was a result of the HCR 34 Study.

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Total number of students instructed	3,000	3,797	1,980	1,980	1,980	1,980
S	Total number of classes offered	100	124	99	99	99	99
S	Percentage of students who rate the course as satisfactory	95%	99%	95%	95%	95%	95%
S	Percentage of students who pass the test ¹	Not Applicable ¹	Not Applicable ¹	Not Applicable ¹	90%	90%	90%

¹ This indicator did not appear in Act 11 of 2000 or Act 12 of 2001 and does not have a performance standard for FY 2000-2001 or 2001-2002. The existing performance standard is an estimate not a standard. As tests are developed for courses, the percentage passing those tests will become an important indicator.

DEPARTMENT ID: 17 Department of Civil Service
 AGENCY ID: 17-560 State Civil Service
 PROGRAM ID: Program B: Human Resource Management

3. (KEY) Through the Human Resource Program Assistance activity, to design and pilot an executive career service program.

Strategic Link: This operational objective is an incremental step toward accomplishing Strategic Objective II.3: *By December 31, 2003, implement an executive career service program.*

Louisiana: Vision 2020 Link: This operational objective is in support of LAEDC Action Plan 2001 Strategic Objective I.8: *Increase efficiency and accountability of government agencies.*

Children's Cabinet Link: Not applicable

Other Link(s): Not applicable

Explanatory Note: This objective is the result of HCR 34. Rules were also passed to require employees to serve a new probationary period when they are promoted into key supervisory positions. The probationary period was extended to up to two years (from one year), so that an agency has twice as long to test employees before granting permanent status. Additional recommendations implemented by the Department include new layoff rules which make it simpler and quicker (and thus less costly) for an agency to run a layoff. Agencies are given more flexibility in running layoffs to retain their higher performing or more specialized employees.

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Percentage complete of executive career service project ¹	Not Applicable ²	Not Applicable ²	Not Applicable ²	30% ²	75%	75%

¹ An Executive Career Service would allow top administrators and agency elected officials to shape a team that can address their visions and goals. The program would have a separate pay plan and rules governing selection and associated issues. Michigan, Florida, and the US Office of Personnel Management have similar programs.

² This is a new performance indicator for FY 2002-2003. This indicator did not appear in Act 11 of 2000 or Act 12 of 2001 and does not have a performance standard for FY 2000-2001 or 2001-2002. The value shown for existing performance standard is an estimate not a standard.

DEPARTMENT ID: 17 Department of Civil Service

AGENCY ID: 17-560 State Civil Service

PROGRAM ID: Program B: Human Resource Management

4. (KEY) Through the Compensation activity, to review market pay levels in the private sector and comparable governmental entities in order to make recommendations to the Civil Service Commission and the Governor concerning pay levels to assure that state salaries are competitive.

Strategic Link: This operational objective is related to Strategic Objective I.3: *Regularly review market pay levels in the private sector and comparable governmental entities in order to make recommendations to the Civil Service Commission and the Governor concerning pay levels to assure that state salaries are competitive.*

Louisiana: Vision 2020 Link: This operational objective is in support of LAEDC Action Plan 2001 Strategic Objective I.6: To have a workforce with the education and skills necessary to work productively in a knowledge-based economy.

Children's Cabinet Link: Not applicable

Other Link(s): Not applicable

Explanatory Note: As a result of HCR 34, the Department established a gainsharing program that has been forwarded to the Governor for approval. Flexible merit increases based on performance are being discussed, and a rule change will probably be submitted to the Governor in FY 2001-2002. Work has begun on separate salary schedules for different occupational groups, and at least one will probably be submitted to the Governor in FY 2001-2002. The Governor approved a 2% increase for the maximums and minimums of the General and Medical pay schedules for three consecutive years (FY 2001-2003).

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Number of salary surveys completed or reviewed ¹	24	37	24	24	24	24

¹ "Completed" refers to salary surveys conducted by the department; "reviewed" refers to salary surveys in which the department used the work of others.

DEPARTMENT ID: 17 Department of Civil Service

AGENCY ID: 17-560 State Civil Service

PROGRAM ID: Program B: Human Resource Management

5. (KEY) Through the Compensation activity, to review annually 12% of the classified positions and 10% of the jobs in the uniform classification plan.

Strategic Link: This operational objective is related to Strategic Objective I.4: *Implement and maintain appropriate measures to ensure compliance with the merit system principle of a uniform classification plan.*

Louisiana: Vision 2020 Link: This operational objective is in support of LAEDC Action Plan 2001 Strategic Objective I.8: *Increase efficiency and accountability of government agencies.*

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

Explanatory Note: As a part of the ASCEND 2020 initiative, in FY 2000-2001, the Compensation Division essentially completed the delegation of classification authority to eligible agencies. The division conducted new training sessions for eligible agencies that were not yet participating and refresher training for over 100 employees already involved in the process. The division has now delegated over 95% of the job titles in the pay plan to approximately 70 separate organizations in state government.

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Percentage of classified positions reviewed	12%	13%	12%	12%	12%	12%
K	Percentage of jobs reviewed ¹	13%	13%	10%	10%	10%	10%

¹ In FY 2001-2002, this performance indicator was the *number of job studies completed*. The name and value have been changed to the percentage of jobs reviewed because this is a more meaningful number and target.

DEPARTMENT ID: 17 Department of Civil Service

AGENCY ID: 17-560 State Civil Service

PROGRAM ID: Program B: Human Resource Management

6. (KEY) Through the Examining activity, by June 30, 2003, to issue hiring authority for jobs requiring special announcement within 40 days.

Strategic Link: This operational objective is related to Strategic Objective III.1: *To provide timely hiring authority on an ongoing basis.**Louisiana: Vision 2020* Link: This operational objective is in support of LAEDC Action Plan 2001 Strategic Objective I.8: *Increase efficiency and accountability of government agencies.*

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

Explanatory Note: This initiative is a part of ASCEND 2020 and the HCR 34 Study. The Internet Vacancy Posting Network was designed to speed up the hiring process for jobs requiring a special announcement. In FY 2001, it took 57 days on average to issue a certificate for jobs requiring special announcement.

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES				
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003
K	Average time to issue hiring authority for jobs requiring special announcement (days) ¹	Not Applicable ¹	57 ¹	Not Applicable ¹	50 ¹	40

¹ This is a new performance indicator for FY 2002-2003. This indicator did not appear in Act 11 of 2000 or Act 12 of 2001 and does not have a performance standard for FY 2000-2001 or 2001-2002. The value shown for existing performance standard is an estimate not a standard. This indicator represents the time that elapses from the receipt of a request of a certificate until the certificate is issued.

DEPARTMENT ID: 17 Department of Civil Service

AGENCY ID: 17-560 State Civil Service

PROGRAM ID: Program B: Human Resource Management

7. (KEY) Through the Examining activity, to expand service to applicants and recruiting assistance to agencies by announcing at least 1,500 vacancies on the Internet Posting Network in Fiscal Year 2002-2003 and by conducting at least 2 job fairs in Fiscal Year 2002-2003.

Strategic Link: This operational objective is related to Strategic Objective III.3: By June 30, 2003, provide pools of applicants that are available for employment and reduce high levels of unavailability and Strategic Objective III.4: Expand service to applicants and recruiting assistance to agencies by making job vacancy and test information more easily accessible and broadly available and by improving the efficiency and effectiveness of the application and testing process.

Louisiana: Vision 2020 Link: This operational objective is in support of LAEDC Action Plan 2001 Strategic Objectives 1.6 and 1.8. 1.6: To have a workforce with the education & skills necessary to work productively in a knowledge-based economy. 1.8: To improve the efficiency and accountability of governmental agencies. This operational objective is also in support of LAEDC Action Plan 2001 Strategic Objective 2.4: To develop and implement a long-term strategic plan for the significant improvement of Louisiana's information and telecommunications infrastructure.

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

Explanatory Note: The Internet Posting Network will be the best source of vacancy information for applicants for employment in the classified service of state government. Interested applicants respond directly to the agency. Instead of getting lists of candidates, many of whom may not be interested in the specific vacancy, and mailing inquiries; the agency posts the vacancy and interested, applicants contact the agency. The Department implemented this new network in FY2000-01 and will continue to expand it until it is fully implemented. When the network is fully implemented, there should be few, if any, lists of eligibles issued to agencies.

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Number of vacancies announced on the Internet Vacancy Posting Network ¹	Not Applicable ¹	205 ¹	1,000	1,000	1,500	1,500
K	Number of job fairs conducted per year ²	Not Applicable ²	1 ²	Not Applicable ²	2 ²	2	2

¹ This performance indicator did not appear in Act 11 and does not have a performance standard for Fiscal Year 2000-2001. During FY 1999-2000 the Vacancy Posting Network was in the design stage.

² This is a new performance indicator for FY 2002-2003. This indicator did not appear in Act 11 of 2000 or Act 12 of 2001 and does not have a performance standard for FY 2000-2001 or 2001-2002. The value shown for existing performance standard is an estimate not a standard. The State of Louisiana is the largest employer in the state. It has been difficult to recruit qualified applicants in recent years so the Department is conducting and publicizing job fairs.

DEPARTMENT ID: 17 Department of Civil Service

AGENCY ID: 17-560 State Civil Service

PROGRAM ID: Program B: Human Resource Management

8. (KEY) Through the Examining activity, to strengthen validity evidence for exams by completing at least two validity studies during the fiscal year.

Strategic Link: This operational objective is related to Strategic Objective III.2: *Provide quality assessments of applicants in terms of their job-related competencies.*

Louisiana: Vision 2020 Link: This operational objective is in support of LAEDC Action Plan 2001 Strategic Objective Strategic Objective I.6: *To have a workforce with the education and skills necessary to work productively in a knowledge-based economy*. This operational objective is also in support of LAEDC Action Plan 2001 Strategic Objective I.8: *Increase efficiency and accountability of government agencies*.

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

Explanatory Note: The Examining Division continues its efforts to improve the quality of managers in state service by: 1) implementing new selection procedures used for managers (i.e. assessment centers and structured interviews); and 2) requiring prior training or a training contract to move to supervisory and managerial jobs. In FY2001, the Department had the General Management In-Basket validated for managerial jobs for the Department of Social Services. In FY 2001 a second project was undertaken to develop and validate a generic job-related selection process for first-line supervisors in a variety of professional level jobs. The project included the demonstration and documentation of both the content and criterion-related validity of the selection instrument based on an extensive job analysis. The selection procedure was designed to cover 58 existing job classifications. Two equivalent forms of the selection procedure were developed. 862 incumbents in these positions contributed to evaluations of critical tasks and competencies to be measured.

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES				
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003
K	Number of exams validated during the fiscal year	2	2	2	2	2

DEPARTMENT ID: 17 Department of Civil Service

AGENCY ID: 17-560 State Civil Service

PROGRAM ID: Program B: Human Resource Management

9. (KEY) Through the Examining activity, to develop a comprehensive strategic staffing model for agencies to utilize as a resource in staffing and succession planning.

Strategic Link: This operational objective is related to Strategic Objective III.7: *By June 30, 2003, develop a comprehensive strategic staffing model for agencies to utilize as a resource in staffing and succession planning.*

Louisiana: Vision 2020 Link: This operational objective is in support of LAEDC Action Plan 2001 Strategic Objective Strategic Objective I.6: *To have a workforce with the education & skills necessary to work productively in a knowledge-based economy.*

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

Explanatory Note: In February 2001, the Department began to develop a succession planning and mentoring pilot program. The purpose of this pilot is to help agencies strategically prepare for the massive retirement of baby boomers by equipping existing staff with leadership skills to fill vacated positions. Approximately 9 mentors volunteered and about 13 employees volunteered to participate in the mentoring program which is designed to prepare leaders to take the places of those employees who will be leaving the Department within the next five years. This pilot is a cooperative effort of the Comprehensive Public Training Program and the Department of State Civil Service.

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Percentage completion of model ¹	Not Applicable ¹	Not Applicable ¹	Not Applicable ¹	50% ¹	100%	100%

¹ This is a new performance indicator for FY 2002-2003. This indicator did not appear in Act 11 of 2000 or Act 12 of 2001 and does not have a performance standard for FY 2000-2001 or 2001-2002. The value shown for existing performance standard is an estimate not a standard.

DEPARTMENT ID: 17 Department of Civil Service

AGENCY ID: 17-560 State Civil Service

PROGRAM ID: Program B: Human Resource Management

GENERAL PERFORMANCE INFORMATION:					
PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES				
	PRIOR YEAR ACTUAL FY 1996-97	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01
Number of applicants ¹	62,448	55,400	53,400	52,468	31,744
Number of tests administered	29,512	20,063	23,764	22,995	19,395
Number of certificates issued	5,073	6,120	6,628	6,632	5,599

¹ The number of applicants has continued to decline because of the state's low unemployment rate and the noncompetitive salaries for state jobs. Anticipated layoffs and economic conditions during the fiscal year have also impacted the number of applicants. In addition, approximately 150 written examinations have been consolidated into 14. This means that before consolidation, a person may have submitted five applications to apply for 20 jobs; now he/she submits only one. Finally, walk-in testing has eliminated the counting and processing of absent applicants because there are none.

DEPARTMENT ID: 17 Department of Civil Service

AGENCY ID: 17-560 State Civil Service

PROGRAM ID: Program B: Human Resource Management

10. (KEY) Through the Human Resource Program Accountability activity, annually to evaluate 25% of eligible agencies for compliance with merit system principles and Civil Service Rules and effectiveness of agency Human Resources practices.

Strategic Link: This operational objective is an incremental step toward the accomplishment of Strategic Objective V.1: *Provide mechanisms to evaluate agency compliance with merit system principles and Civil Service Rules and to evaluate the effectiveness of agency Human Resource practices*.

Louisiana: Vision 2020 Link: This operational objective is in support of LAEDC Action Plan 2001 Strategic Objective I.8: *Increase efficiency and accountability of government agencies*.

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

Explanatory Note: During FY 2000-2001, a new Accountability Division was established to evaluate state agency human resources practices under decentralized authority. The Department staffed the Division, established evaluation methods and procedures, and implemented the new program statewide. Between October 2000 and June 2001, 132 agency visits were made.

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Percentage of targeted agencies evaluated ¹	Not applicable ¹	Not applicable ¹	Not applicable ¹	25% ¹	33%	25%
S	Number of agency reviews conducted ²	Not applicable ²	Not applicable ²	48 ²	48 ²	48	32

¹ This is a new performance indicator. It did not appear under Act 11 of 2000 or Act 12 of 2001 and does not have performance standards for FY 2000-2001 and FY 2001-2002. No performance data were reported for FY 2000-2001. The performance indicator value for existing performance standard is an estimate not a standard.

² This indicator was previously named *number of evaluation reports completed* in FY 2001-2002. This is a new activity and it took a year to get the indicators refined. This was a new performance indicator for FY 2001-2002. It did not appear under Act 11 of 2000 and does not have performance standards for FY 2000-2001.